

A vertical cyan bar on the left side of the page, containing the word "FIRE" in large, white, bold, sans-serif capital letters. The letters are stacked vertically: 'F' at the top, followed by 'I', 'R', 'E', and 'A' at the bottom.

F

I

R

E

A

To: All Provider Associations

**Subject: New Household Inquiry
Option for Recipient Eligibility
Inquiries**

In the next few weeks, a new option, household inquiry, will be available via the Web, Automated Voice Response System (AVRS), and Provider Electronic Solutions software. The household inquiry option will allow a provider to look up a household member's Recipient Identification number (RID) using the parent/guardian's RID and the household member's date of birth.

Providers using Provider Electronic Solutions software will need to upgrade to 2.04. Web users will have a new transaction button titled 'Household Inquiry'. For AVRS, household inquiry will be option 7. The quarterly provider manual update to be distributed in October 2004 will contain the details for this option.

September 10, 2004